

**New Hampshire**  
**Department of Environmental Services**  
**2003 Annual Report**  
Fiscal Year Ended June 30

Pursuant to RSA 20:7



October 1, 2003



*Cover: Sunrise over Hampton Beach, N.H. Photograph by Chris Nash, DES Shellfish Program Manager.*



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**October 2003**

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## Introduction



After sixteen years away from the Department of Environmental Services, I am very excited to be back in my new role as Commissioner. I am likewise pleased to release the department's fiscal year *2003 Annual Report*. This report details the financial and staff resources necessary to help DES carry out its essential and broad mission of helping sustain a high quality of life for all residents by protecting the environment and public health in New Hampshire.

This report also presents a sampling of the many significant accomplishments of the past year in such areas as outreach and assistance to the business community, innovative programs, initiatives, and voluntary partnerships to help improve the quality of New Hampshire's air, water, and communities, timely and effective clean-up efforts, and the use of state-of-the-art information management tools to improve the delivery of services to our many constituents. Finally, the report provides a summary of the legislation that was relevant to DES during the last legislative session.

It is no secret that New Hampshire is indeed a special place to live, work and recreate. The residents of this state should rightly pride themselves on the quality of New Hampshire's environment. While DES is the agency charged with protecting and restoring New Hampshire's environment, we can not and do not do this alone. It is through the combined efforts of many state and federal agencies, forward-thinking organizations and businesses, and dedicated volunteers that we have the high quality of life that we do.

On behalf of the DES staff, I invite you to engage with us in a positive, two-way dialogue to explore better ways to work together and get the job done! I hope that you find the *2003 Annual Report* informative and thought-provoking. I encourage you to visit the DES website at its new address, [www.des.nh.gov](http://www.des.nh.gov), to learn more about the department's many dynamic issues, initiatives, and programs.

~ Michael P. Nolin, Commissioner

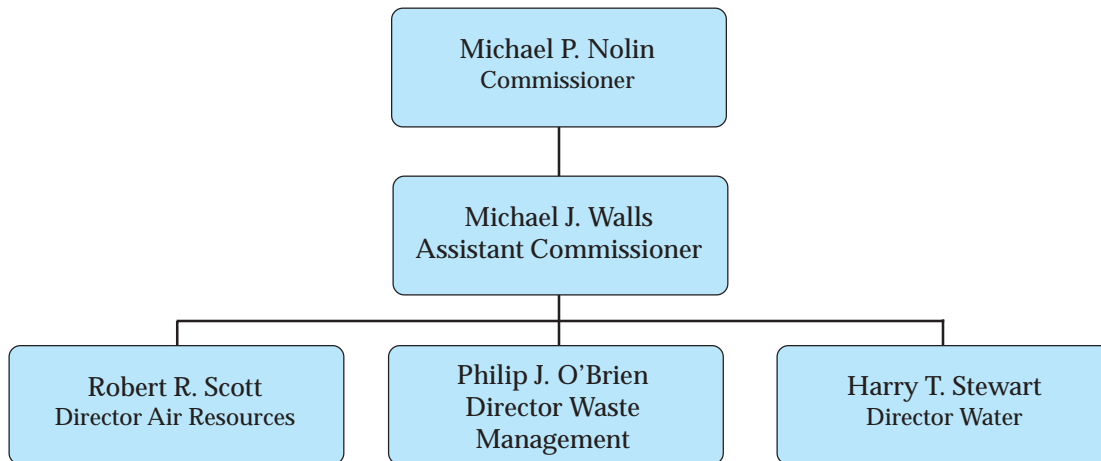
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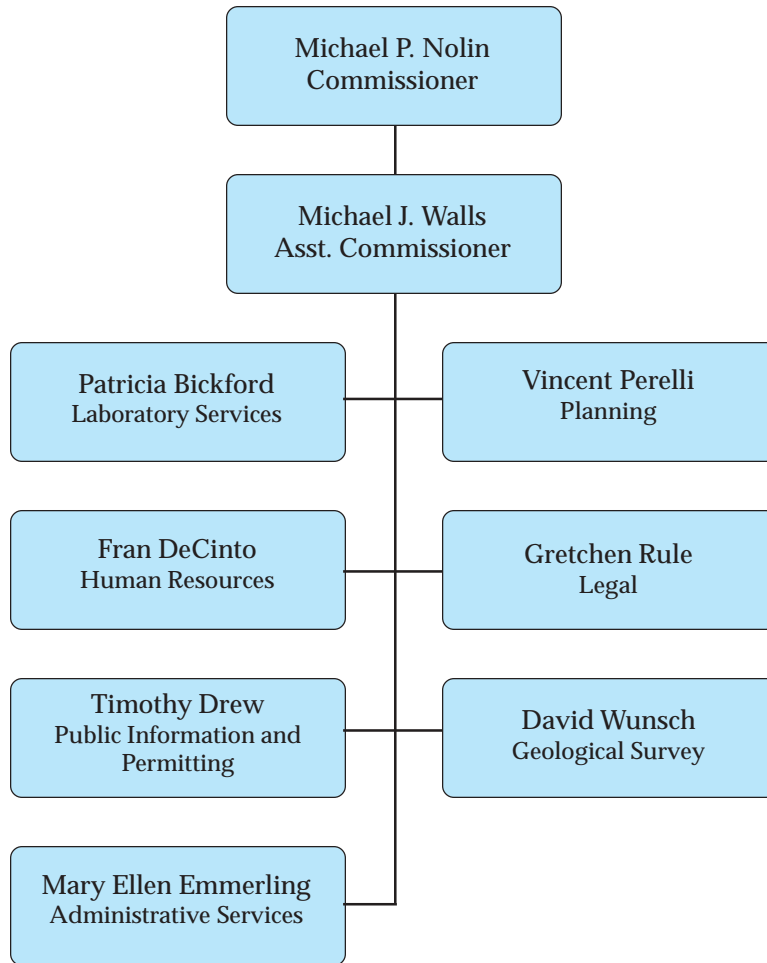
# Organizational Charts\*

## N.H. Department of Environmental Services



\*The following organizational charts reflect DES administration as of October 1, 2003.

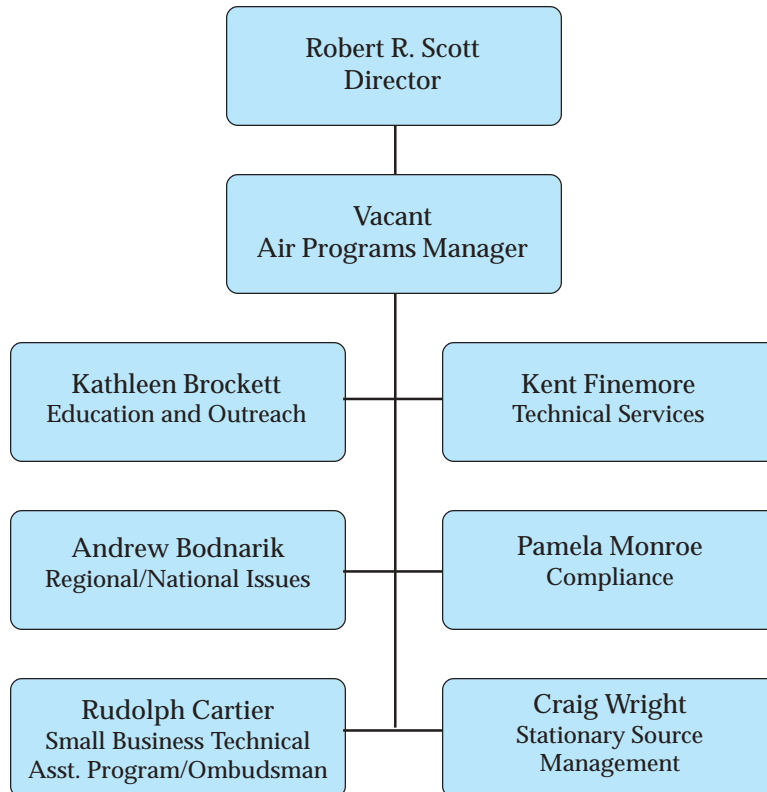
# N.H. Department of Environmental Services Office of the Commissioner



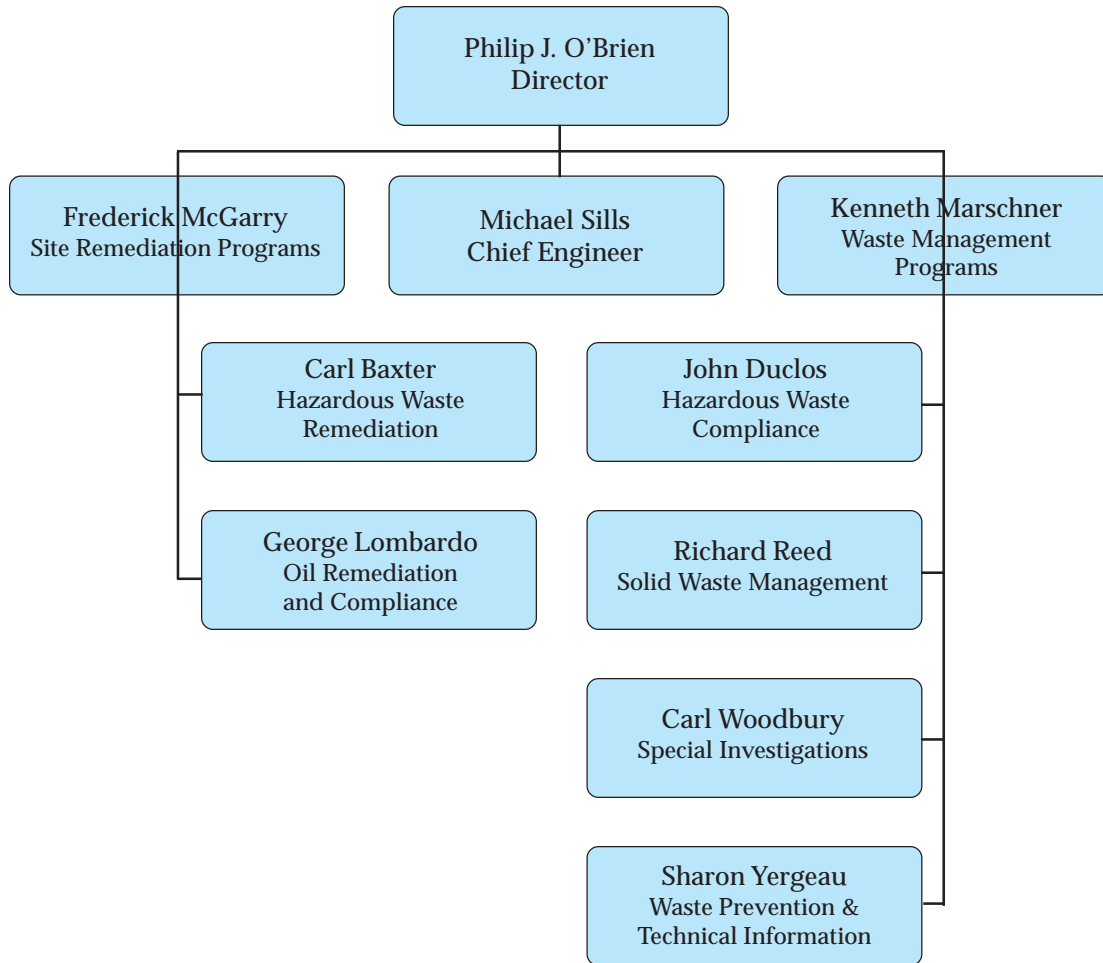


# N.H. Department of Environmental Services

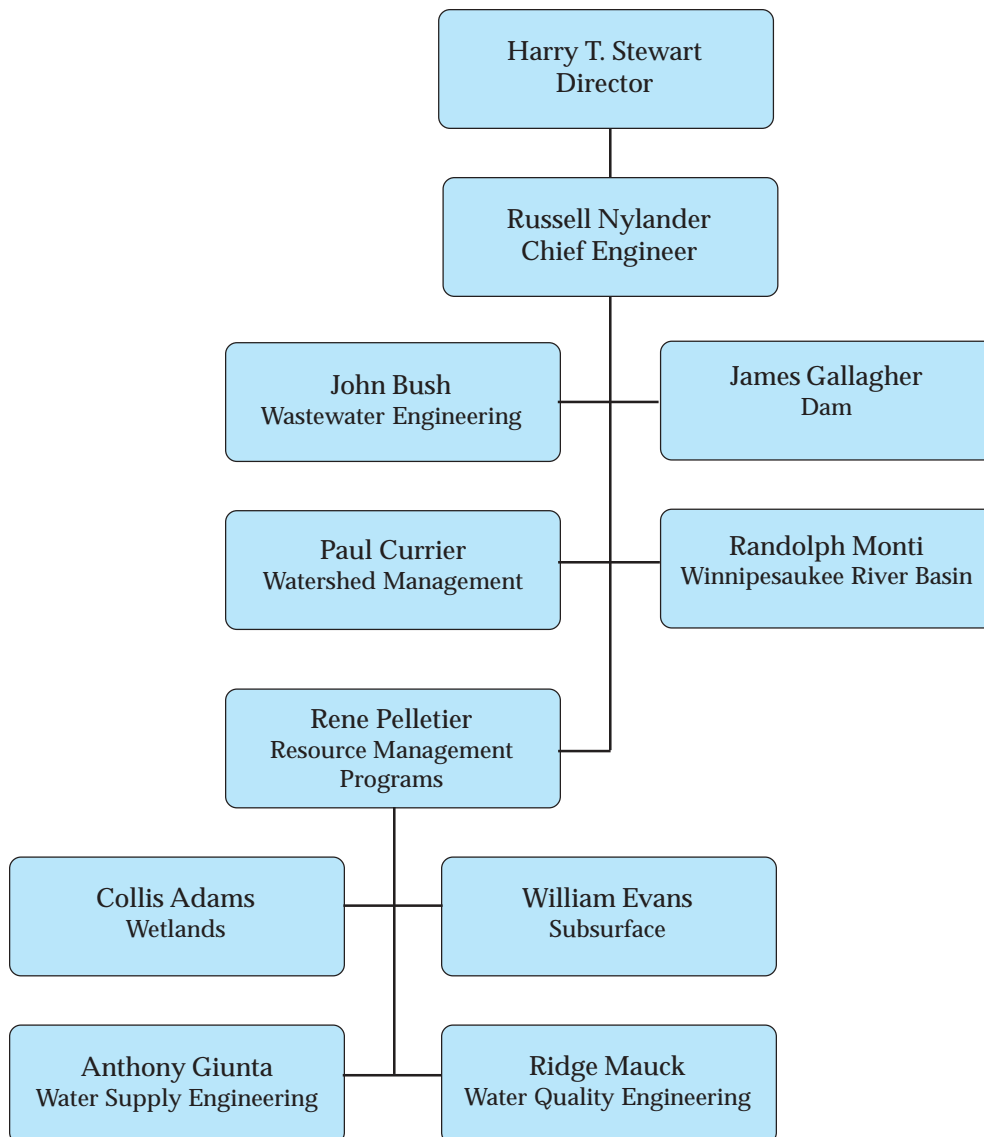
## Air Resources Division



# N.H. Department of Environmental Services Waste Management Division



# N.H. Department of Environmental Services Water Division



## DES Personnel Data

| <b>Current Number of Employees</b> | <b>July 1, 2002</b> | <b>June 30, 2003</b> |
|------------------------------------|---------------------|----------------------|
| Unclassified                       | 4                   | 8                    |
| Classified                         | 409                 | 488                  |
| Temporary                          | <u>89</u>           | <u>25</u>            |
| <b>Total</b>                       | <b>502</b>          | <b>521</b>           |

## DES Physical Plant & Property Appraisal

| <b>Acquisition Value</b> | <b>July 1, 2002</b>  | <b>June 30, 2003</b> |
|--------------------------|----------------------|----------------------|
| Equipment                | \$9,984,050          | \$10,623,835         |
| Motor Vehicles           | 2,136,896            | 2,120,175            |
| Dams and Land            | 57,469,232           | 57,477,426           |
| Buildings                | <u>32,347,392</u>    | <u>32,347,392</u>    |
| <b>Total</b>             | <b>\$101,937,570</b> | <b>102,568,828</b>   |



## Receipts & Expenditures For Fiscal Year Ending June 30, 2003

| <b>Income</b>               | <b>Fiscal Year 2003</b> |
|-----------------------------|-------------------------|
| Federal Income              | \$ 37,017,252.64        |
| Fees and Registrations      | 27,472,249.49           |
| Other Agency Income         | 28,920,656.98           |
| Unrestricted Revenue        | 2,377,875.51            |
| General Fund Appropriations | <u>35,892,815.95</u>    |
| <b>Total</b>                | <b>\$131,680,850.57</b> |

| <b>Expenditures</b>            | <b>Fiscal Year 2003</b> |
|--------------------------------|-------------------------|
| Permanent Personnel Services   | \$15,797,164.99         |
| Current Expenses               | 3,680,579.87            |
| Equipment                      | 1,145,470.67            |
| Other Personnel Services       |                         |
| Overtime/Holiday               | 399,099.28              |
| Personnel Services — Temporary | 739,164.04              |
| Full-Time Temporary            | 4,635,090.91            |
| Benefits                       | 7,082,286.14            |
| Travel — In State              | 249,718.07              |
| Travel — Out of State          | 170,759.16              |
| Miscellaneous                  |                         |
| Contractual Services           | 5,643,673.91            |
| Oil Fund Board Disbursements   | 14,777,695.10           |
| Debt Service                   | 885,665.12              |
| Capital Expenditures           | 1,566,194.04            |
| All Other                      | <u>436,917.20</u>       |
| <b>Total</b>                   | <b>\$57,209,478.50</b>  |

| <b>Disbursement to Cities and Towns</b> | <b>Fiscal Year 2003</b> |
|---|-------------------------|
| State Revolving Fund Loans              |                         |
| Clean Water SRF                         | \$31,406,977.27         |
| Drinking Water SRF                      | 9,240,787.69            |
| Brownfields                             | 42,270.59               |
| State Aid Grants                        |                         |
| Landfills                               | 1,906,773.29            |
| Water Filtration                        | 1,720,502.50            |
| Waste Water                             | 12,720,836.00           |
| Land Resource Management                | 483,445.88              |
| Aquatic Weed Grants                     | 114,824.46              |
| Household Hazardous Waste Collection    | 241,091.72              |
| Used Oil Grants                         | <u>71,089.83</u>        |
| <b>Total</b>                            | <b>\$57,948,599.23</b>  |

| <b>Disbursement to State Agencies</b>    | <b>Fiscal Year 2003</b> |
|--|-------------------------|
| Administrative Services                  | \$527, 248.98           |
| Attorney General                         | 355,051.00              |
| Department of Safety                     | 154,787.66              |
| General Services                         | 1,005,091.65            |
| Graphic Services                         | 133,390.30              |
| Mail Room                                | 139,027.64              |
| Telecommunications                       | 275,379.43              |
| All Other Agencies (under \$100,000)     | 283,620.92              |
| DES Oil Fund Disbursement Board          | 722,789.76              |
| DES Dam Maintenance Program              | 102,997.15              |
| DES Waste Water SRF                      | 108,828.00              |
| All Other DES Accounts (under \$100,000) | 790,424.24              |
| <b>Total</b>                             | <b>\$4,598,636.73</b>   |

| <b>Total Disbursements and Expenditures</b> | <b>Fiscal Year 2003</b> |
|---|-------------------------|
|   | <b>\$119,756,714.46</b> |

# Major Accomplishments in FY 2003

## OUTREACH TO BUSINESSES

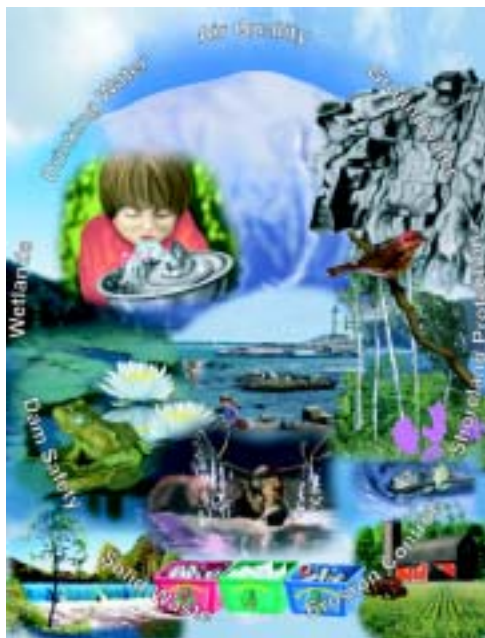
### **Delivering on the promise of e-government: DES's OneStop data retrieval webpage**

The theme of DES's OneStop Environmental Reporting and Information Access Program is "making more environmental information more readily available to more people, while maintaining user confidence in the information." The OneStop Program's recent e-government efforts, accessible through the DES webpage ([www.des.nh.gov](http://www.des.nh.gov)), are turning this simple, yet ambitious, theme into reality.

Users of the OneStop Data Retrieval system can access information for over 25,000 regulated facilities across the state and for the status of five different permit/financial assistance application processes. The OneStop Data Retrieval system provides users with direct, online access to available information in numerous DES program databases for any regulated facility or site—or any permit or financial assistance application process.

The system currently provides information from nine different areas of interest: stationary sources of air emissions; regulatory actions pertaining to vapor recovery systems at gas stations; underground and above-ground storage tanks; hazardous waste activities; site remediation activities; hazardous waste spill response activities; solid waste sites; and public water supply sources and systems. This number is growing daily as new sites are added.

The system also provides real-time status information for five different permit/approval or financial assistance applications: septic system/subdivision approvals; wetlands permits; licensed hazardous waste transporters; financial assistance for oil spill cleanups; and watershed assistance grants.



In the past year there were 290,000 hits on the OneStop Data Retrieval section of the DES webpage, and this number is expected to grow as the information available continues to expand. This tool represents another successful application of web-based technology to make critical environmental information more readily accessible to the public. By providing timely and accurate environmental information to all concerned parties, DES is working towards one of its top strategic priorities—making state government more accessible and accountable to the citizens of New Hampshire.

### **Comprehensive guide to environmental permits**

DES unveiled its 500-page *Guidebook for Environmental Permits in New Hampshire*, which describes in detail the steps required to obtain environmental permits in the state. The *Guidebook* is intended to assist those seeking help in completing applications for a specific environmental project. It explains the various permits, licenses, and certifications

required in such areas as wetlands, septic systems, waste management, air quality, dam safety, and site remediation. It also reviews the procedural aspects of environmental permitting. Designed to be user-friendly, the *Guidebook* is written in layperson's terms, and it should prove invaluable to a wide audience of businesses, consulting firms, homeowners, and many others.

The *Guidebook* is available free online at [www.des.nh.gov/permitguide](http://www.des.nh.gov/permitguide). For more information or to obtain a hard copy of the *Guidebook*, contact the DES Public Information Center by phone at (603) 271-2975, by fax at (603) 271-8015, or by e-mail at [pip@des.state.nh.us](mailto:pip@des.state.nh.us).

### **Expanded assistance for businesses on air quality issues**

DES joined with the New Hampshire Small Business Development Center (SBDC) and the Business and Industry Association of New Hampshire (BIA) in co-sponsoring four free, half-day seminars entitled "Air Resources Permitting and Compliance – What Every Business Should Know." The seminars helped businesses assess their regulatory obligations relating to outdoor air emissions. Seminar speakers included officials from the DES Air Resources Division and local business leaders who presented their experiences with the air permitting and compliance process.

### **North Country businesses now have free local access to environmental assistance**

DES's Small Business Technical Assistance Program (SBTAP) established a Technical Assistance Specialist position in the DES regional office in Gorham. The SBTAP is a non-regulatory program designed to assist small businesses in understanding and complying with environmental regulations in a cost-effective manner. Program personnel work cooperatively with business owners and operators to not only ensure compliance with environmental regulations, but to do so in a manner that can also improve operational efficiency and reduce costs. Business owners who work with the program are also granted enforcement relief for violations found when working with the program.

"The addition of this Technical Assistance Specialist in our Gorham office increases our ability to offer services to the North Country area," stated Rudy Cartier, DES Small Business Ombudsman and SBTAP Program Manager. "Coos, Grafton, and Carroll counties offer some unique challenges for both DES and the businesses located in the counties, and having a dedicated presence in the area should prove to be mutually beneficial."

### **Outreach to truck and bus companies: cut diesel emissions**

Heavy-duty diesel trucks and buses are a significant source of air pollution. Diesel exhaust is classified as a probable human carcinogen and is associated with respiratory illnesses such as asthma and decreased lung function. In response to these health concerns, DES's Air Resources Division launched a compliance assistance and outreach effort to help owners and operators of heavy-duty diesel on-road vehicles reduce exhaust emissions and black smoke from their vehicles, and save money through increased fuel efficiency and improved engine performance.

This program is being conducted in cooperation with the New Hampshire Motor Transport Association and the New Hampshire School Transportation





Association. Since 1999, state law has required heavy-duty vehicles to submit to random roadside diesel opacity testing. As part of the new program, DES offers voluntary smoke opacity testing, using the same equipment that DOS uses during a roadside test, to help truck and bus fleets meet the required opacity levels and demonstrate compliance with the state regulations. DES's outreach program will enhance the statewide testing program by including school buses, construction vehicles, and local trucks, which typically are not tested through the random roadside testing program because they operate primarily on local roads. In short, the new DES initiative will help diesel truck and bus operators get better fuel economy and reduce

air pollution.

Then in 2002, DES and the New Hampshire School Transportation Association (NHSTA) launched a voluntary initiative to protect school children and bus drivers from excessive exposure to diesel exhaust from school buses. An important first step of the DES-NHSTA voluntary initiative was to encourage school bus fleet managers and drivers throughout the state to implement policies and practices to reduce school bus engine idling time. More than 25 different fleets that have officially adopted anti-idling policies, representing 60 percent of the school buses in the state. The next phase of New Hampshire's clean school bus campaign will focus on reducing school bus emissions through retrofits and cleaner fuels. DES and NHSTA hope to work with EPA to obtain funding for implementing such projects in New Hampshire.

## INNOVATIVE PROGRAMS & PARTNERSHIPS

### State launches Clean Cities Coalition to improve air quality

DES and the Governor's Office of Energy and Community Services launched the Granite State Clean Cities Coalition (GSCCC) to improve the state's air quality and reduce dependence on foreign oil.

The Coalition, which supports public-private partnerships that increase the use of alternative fuel vehicles and build supporting infrastructure, was designed by the U.S. Department of Energy and makes New Hampshire a part of a national network of Clean Cities coalitions.

The Coalition grew out of the State's initiative known as the Alternative Fuel Vehicle Project, which added alternative fuel vehicles to the State's vehicle fleet. GSCCC expands this statewide initiative to include the private sector, and is now a consortium of 40 agencies, businesses, municipalities, and organizations that have come together over the past two years. GSCCC stakeholders have committed to help expand the use of alternative fuels, including natural gas, electricity, hydrogen, biodiesel, and propane, in lieu of gasoline and diesel, in motor vehicles in New Hampshire. All Coalition stakeholders are now eligible to compete for grant money for



additional alternative fuel projects under the Clean Cities portion of the state's annual federal energy program grant.

## Reducing Polluting Greenhouse Gases

In April 2003, DES presented the *Energy Leadership Award* to Stonyfield Farm and the Society for the Protection of New Hampshire Forests for their first-in-the-state participation in the N.H. Voluntary Greenhouse Gas Registry. The two organizations have taken actions to reduce their greenhouse gas emissions by implementing energy-saving measures that help combat climate change and reduce other forms of air pollution.

The N.H. Voluntary Greenhouse Gas Registry quantifies greenhouse gas emissions and actions that reduce emissions, and records them in a state database. The registry documents early actions to reduce greenhouse gas emissions so that reductions can be taken into account in the event that regulations at the federal or state level are implemented in the future requiring reduction of greenhouse gas emissions. This approach was developed collaboratively with business, government, and environmental leaders to encourage early reductions in greenhouse gas emissions.

## N.H. Green Yards Helps to Improve Environmental Practices at Motor Vehicle Recycling Yards

In February 2003, DES launched a new initiative, known as *N.H. Green Yards*, to assist owners of motor vehicle recycling yards in improving their environmental practices. DES will help motor vehicle recyclers learn about safe and environmentally-friendly work practices they can employ to prevent pollution and avoid costly compliance problems. By dismantling vehicles to obtain parts for reuse and scrap metal for recycling, motor vehicle recyclers are helping to conserve natural resources and reduce the burden on our landfills. In fact, motor vehicles are the number one recycled consumer product in this country.

The first phase of the new assistance program emphasizes education and outreach. DES, in partnership with the Auto and Truck Recyclers Association of New Hampshire (ATRANH), has been holding statewide workshops for motor



*N.H. Green Yards encourages the storing and inventorying of used auto parts in an orderly manner. It makes good business sense and is environmentally protective.*

vehicle recyclers. At these workshops, DES and ATRANH present “best management practice” information, new equipment descriptions, and clear explanations of regulatory requirements. DES will also hold workshops for municipal officials to discuss the N.H. Green Yards Program in detail, and provide resource materials useful in coordinating local auto salvage yard licensing activities with DES activities.

During the program’s second phase, motor vehicle recyclers will complete a self-certification process that consists of an environmental self-audit (with assistance, if requested).

Through the N.H. Green Yards initiative, the DES Pollution Prevention Program and other assistance programs are available to motor vehicle recyclers who want to obtain facility-specific compliance assistance and help with pollution prevention strategies that can save money. This assistance, available by request, is completely free, confidential, and does not include any enforcement. For more information, please contact Pam Sprague at (603) 271-2938 or [nhgreenyards@des.state.nh.us](mailto:nhgreenyards@des.state.nh.us).

## **New Pumpout Services Enhance Boating; Protects State's Waterbodies**

Sewage pumpout services for state's boaters was expanded and greatly enhanced this past year through two DES initiatives.



*DES's pumpout boat on Lake Winnepesaukee helps to keep the water quality of the state's largest lake at its best.*

DES purchased a mobile pumpout boat last summer, which travels to harbors and other areas where boats congregate to offer sewage removal services. Operated by Portsmouth Harbor Towing, the boat is equipped with a 300-gallon holding tank used to store boat sewage. Because larger boats and yachts with deep drafts are not always able to utilize the dockside pumpout facilities, DES implemented a plan to operate a boat that would be able to service these larger vessels in the state's coastal waters. The mobile pumpout boat can pull up next to any boat, hook up a hose to the waste system and pump the wastes from the customer's boat into the

holding tank. Once filled, the mobile pumpout boat's holding tank will be emptied at a licensed on-shore wastewater treatment facility.

Funds to purchase the boat were provided by the U.S. Fish and Wildlife Service's Clean Vessel Act program (CVA). The CVA program receives money through the Sport Fish Restoration Account, which collects money through taxes placed on fishing tackle and motorboat fuels.

The DES Clean Vessel Act program has also provided funding for two new dockside pumpout facilities: Goodhue Hawkins Boat Yard in Wolfeboro and Little Bay Boating Club in Dover. In addition to these marinas, Paugus Bay Marina in Laconia, Fay's Boat Yard in Gilford, George's Marina in Dover, Great Bay Marine in Newington, Hampton River Marina in Hampton, and Wentworth by the Sea Marina in New Castle also provide this service.

This program helps improve the quality of waters at our coastal and inland waters and beaches, and helps protect our important shellfish beds.

## **COMPLIANCE/REMEDIATION SUCCESSES**

### **Oil Cleanup Along The Ashuelot River**

*Excavation of #6 oil contamination from bank of the Ashuelot River in Hinsdale.*



In 2002, the American Tissue Mills of New Hampshire reported two separate discharges of oil into the Ashuelot River from two leaking 35,000-gallon underground storage tanks. The oil discharge threatened the nearby fisheries and waterfowl habitat, and more than a mile downstream, the Town of Hinsdale maintains

two water supply wells located along the river. The bankrupt American Tissue Mills of New Hampshire was unable to complete the necessary cleanup work, so DES worked with EPA and the U.S. Coast Guard to initiate site remediation.

Between August and November 2002, the two 35,000-gallon underground storage tanks were removed, 1,600 tons of contaminated soil were excavated and disposed of, and the riverbank, which was coated with oil, was excavated and restored. The cleanup activities were successful in mitigating the immediate impacts to the river. An oil interceptor trench and oil recovery well were installed to capture oil that contin-

ued to migrate from beneath the building and bridge abutment, and to prevent future impacts to the river.

DES officials and the state Attorney General's Office also negotiated with the new owner, Atlantic Paper and Foil of New Hampshire, to assist DES in recovery of state-expended cleanup costs, and to continue with future corrective actions as required by DES. The new owner also agreed to upgrade and bring the facility into compliance with current environmental regulations.

### **Plan NH Awards**

DES played key roles in four of the five projects that received "Merit Awards of Excellence" at Plan New Hampshire's 2003 awards ceremony. Plan NH is a non-profit foundation that encourages improvement in New Hampshire communities through excellence in planning, design and development. The four projects in which DES played key roles included the Whitney Screw revitalization project in Nashua, the Corporate Center project at Horseshoe Pond in Concord, the restoration of Public Service of New Hampshire Corporate Headquarters project in Manchester, and the Derry Municipal Center project.

### **New Certification Program to Improve Hazardous Waste Compliance**

DES launched a new program this winter to improve the safe management of hazardous waste at full quantity generator facilities in New Hampshire. The Hazardous Waste Coordinator Certification program will ensure that at least one person at each facility is annually trained and certified to manage hazardous waste by DES. Full quantity generators are facilities that produce more than 220 pounds of hazardous waste in a month.

RSA 147- A:5 established the new certification program, which went into effect in January 2003. The new law was passed in response to the high rates of non-compliance with hazardous waste rules observed by DES inspectors. By providing comprehensive training and certification, issues of non-compliance, such as improper handling and labeling of wastes, poor training of employees, and improper documentation, can be addressed and significantly improved to provide a safer and healthier environment.

## **PARTNERING WITH EPA**

### **DES receives EPA grant for lab information sharing project**

DES received a \$755,417 grant from the U.S. Environmental Protection Agency to help improve the quality, quantity, and timeliness of environmental information provided by the agency. The money is part of \$25 million in grants from EPA to the states to develop the National Environmental Information Exchange Network. The Exchange Network is a joint Internet-based project for sharing environmental data between EPA, states, and other partners.

The grant is focused on air toxics data, public beach monitoring data, and environmental measures, as well as DES's One-Stop Program (see above).

Additionally, \$416,473 will be devoted to fostering electronic data flow between water testing laboratories. New Hampshire, through DES, serves as the lead state in developing this Laboratory Information Project. Accurate and timely information



plays a critical role in making sound decisions regarding the environment, public health, and national security.” Upon completion of the laboratory information project, all the products developed, again under New Hampshire’s lead, will be made available to states nationwide.

Exchanging environmental information with other states and their partners, as well as integrating air, water, waste, and toxics data through a central computer network will greatly enhance DES’s ability to protect the environment and public health both here in New Hampshire and nationwide.

### **NH Compliance Measures Project**

DES and EPA combined efforts to develop program-specific “outcome” measures to create a more complete picture of agency performance. Historically, environmental regulatory agencies have relied on “output” (activity-based) measures to assess compliance. Such measures, however, fail to capture the full range of an agency’s compliance assurance activities, and reflect little about the effectiveness of these efforts or about rates of compliance in the regulated community.

Phase I of the project consisted of a review of the existing Resource Conservation and Recovery Information System database to determine its usefulness in analyzing compliance rates and trends. Phase II focused on a compliance survey, data analysis, and restructuring of the data collection process within DES. One of the most significant accomplishments of the project is improved efficiency in conducting inspections and preparing reports, which is anticipated to result in the ability to inspect a larger percentage of the regulated universe and the collection of current data on generator behavior using a statistically-valid method. This data can improve program development and more accurately measure the program’s influence on compliance behavior in the regulated community.

*Launched last summer, EPA’s Clean New England Beaches Initiative selected 11 flagship beaches across New England, including Hampton Beach.*

### **EPA Grant Helps to Improve Beach Monitoring**

The U.S. Environmental Protection Agency provided new grant money in 2002 to help improve and monitor New Hampshire’s coastal beaches. Launched last summer, EPA’s *Clean New England Beaches Initiative* selected 11 flagship beaches across New England, including Hampton Beach. These beaches were chosen as models for other beach managers based on several criteria, including serving large populations, a high quality of monitoring already in place, and a strong potential for state and federal resources to be well used. EPA has awarded New Hampshire nearly \$500,000 since 2001 to support and expand the state’s beach monitoring programs. EPA awarded the state \$58,675 in 2001, and \$204,918 last year to boost its efforts to monitor and improve local beaches, while keeping the public informed about beach pollution and monitoring.



### **DES Assists Municipalities and Contractors Effectuated by New Federal Storm Water Permits**

By March 10, 2003 many towns and businesses had to meet federal “Phase II” requirements set by the U.S. Environmental Protection Agency for controlling storm

water runoff. Most towns in New Hampshire will need to apply for at least one of three permits described below. Although EPA administers the new storm water permit requirements in New Hampshire, DES staff has been working hard to assist municipalities in meeting their obligations.

Municipalities (including state, county, and federal entities) that operate 1) certain industrial activities, 2) construction areas disturbing one acre or more, or 3) municipal separate storm sewer systems (MS4) within an urbanized area (UA) must apply for the "Multi-Sector General Permit," the "Construction General Permit," or the "MS4 General Permit," respectively. DES has recently developed new web pages that provide detailed information on the three general permits briefly summarized below.

By March 10, 2003, municipally-owned industrial facilities must obtain coverage under the *Multi-Sector General Permit* (MSGP) by filing a notice of intent (NOI). The MSGP, which is required statewide, applies to some transfer stations, sand and gravel pits, landfills, and wastewater treatment plants. By filing the NOI form, the facility agrees to prepare and implement a storm water pollution prevention plan (SWPPP) and comply with all other MSGP requirements.

The *Construction General Permit* (CGP), which is also required statewide, is being reissued by EPA to include construction disturbing one acre or more. Both the town and the contractor (if different) need to file separate NOI application forms. A SWPPP must also be prepared and implemented.

The *Municipal Separate Storm Sewer System General Permit* (MS4GP) is required for municipalities located in urbanized areas, as defined by the U.S. Census Bureau, within 45 communities in southern and coastal New Hampshire. Most regulated MS4s have only part of their community in an urbanized area, and there are several towns in state that will receive waivers because the population within their urbanized area is so small. Regulated MS4s must develop a storm water management program that includes implementation of six minimum control measures.

In addition to a number of workshops hosted by DES to assist municipalities and contractors, the DES storm water website at [www.des.nh.gov/StormWater](http://www.des.nh.gov/StormWater) is designed to assist regulated entities in New Hampshire in complying with the federal requirements. (EPA recognized this website as one of the best in the country!)

## ALSO THIS YEAR ...

*Construction on the new State Laboratory wing was well underway in early March.*



### **New wing to house expanded Laboratory**

In August 2002, groundbreaking occurred for the addition to the State Laboratory. This phase is expected to be complete by the fall of 2003. The State Laboratory houses the Public Health Labs, the Pari-Mutuel Commission, and the Department of

Agriculture laboratories, as well as the DES Laboratory and Limnology Center.

Worldwide biological, chemical, and radiological terrorism events and threats have forced the state laboratories to initiate or expand programs to address these issues. This is a primary reason for the wing addition now under construction. The current plan is to complete the 34,600 square foot three-story addition, and then to renovate the existing lab wing space.

The DES laboratory currently occupies about 12,400 square feet on the first floor of the lab wing, as well as some additional lab space on the third floor. When construction is complete, the DES lab will be consolidated on one floor occupying about 20,000 square feet. This project will also result in much improved air quality and working environment for the DES lab staff, as well as address current overcrowding conditions.

Analytical chemistry has come a long way in the past thirty years from test tube chemistries and manual procedures, to highly technical automated instrumentation networked to Laboratory Information Management Systems. This laboratory upgrade addresses these changes and, as a result, will help DES better serve the needs of all of its clients.

### **Air Monitoring Capabilities Expanded**

Two significant air monitoring sites were opened this past year, increasing the State's ability to measure and track air pollution throughout the state. A new air quality monitoring station opened in September 2002 at the summit of Pack Monadnock Mountain in Peterborough's Miller State Park. The second station opened in the spring of 2003 at the Seacoast Science Center at Odiorne Point State Park in Rye. Both stations are part of a statewide ambient (outdoor) air quality monitoring network of over 25 different sites. Pollutants monitored at the sites include ozone, the key ingredient in smog, and particulate matter, small particles in the air that adversely affect health, interfere with visibility, and contribute to acid deposition.

Both sites are strategically located: the Pack Monadnock station at a high elevation (2,290 feet) in southwest New Hampshire measures air pollution first entering the state from upwind states, and the ground-level Seacoast station measures and tracks ozone pollution transported along the coastline from upwind urban areas like Boston. New Hampshire's air quality is, at times, significantly affected by pollution transported through the air from cities and industrial areas in the Midwest and the Northeastern states.

Real-time information on ozone (during the summer months) and small particle concentrations from DES's air monitoring sites is available on the DES website at [www.des.nh.gov/ard/air\\_monitoring.htm](http://www.des.nh.gov/ard/air_monitoring.htm).

### **Lower Arsenic Levels for Drinking Water Adopted**

A tighter regulatory standard for arsenic in drinking water has now been adopted into DES rules. The new state level is 10 parts per billion (ppb), consistent with the federal standard that EPA has decided to adopt. It is also significantly more stringent than the previous state and federal arsenic standard of 50 ppb. This enforceable regulatory level threshold for public water supplies will also serve as an action level for private well owners who wish to evaluate their drinking water. This change was made after consultation with the N.H. Department of Health and Human Services (DHHS), which reviewed extensive data that underscored the need for the tighter standard.

Arsenic is a naturally-occurring chemical element found in many parts of the United States, including New Hampshire. It also occurs as a legacy of past human activities such as coal ash disposal and orchard spraying.

DES estimates that approximately 15 percent of the groundwater supplies in



*Visitors to the Seacoast Science Center can now view ozone levels being measured and recorded by the new DES air monitoring equipment atop the Center.*



New Hampshire have arsenic concentrations that exceed this new state level. Most of these exceedances are in bedrock wells, often referred to as artesian, drilled, or point wells.

This regulatory adoption comes at a time when DES is urging private well owners across the state to periodically test their drinking water for a number of potential contaminants, including arsenic. Since arsenic, as well as some of the other contaminants, has no taste, odor, or color, only laboratory testing can identify its presence.

The new rule requires public water supplies to comply with the 10 ppb standard by January 2006. This allows time for affected public water systems to implement sampling programs, evaluate the various arsenic treatment methods, arrange financing, and either install treatment systems or develop new water supplies.

### **Solid Waste Plan On-line**

The Solid Waste Plan provides an overview of the courses of action that DES will pursue in solid waste management over the next several years. While the Plan specifies the *Guiding Principles, Goals, Sub-goals and Objectives* for DES, it is also apparent that many other parties, including the Legislature, municipalities, the Waste Management Council, the business community, non-governmental organizations and the public at large all substantially influence the outcomes, and that no single entity can achieve the lowest cost, least environmental impact goal. The combined effort of all the above entities is needed to produce a successful outcome over the next few years.

As a means of keeping the Plan succinct while making detailed information quickly available, DES has placed on its website ([www.des.nh.gov/swplan/](http://www.des.nh.gov/swplan/)) supporting documentation describing: solid waste generation, solid waste facilities and services, solid waste disposal capacity, waste stream analysis, and related reports.

DES's objective is to make the solid waste plan more easily accessible and useful to everyone; easier to update and modify as conditions change; and functionally consistent with, and supportive of, DES's overall strategic objectives.

### **Transboundary Agreement with Québec**

The relationship between the people of New Hampshire and the people of Québec has long been one of friendship, cooperation, and mutual support. But in 2001, it was concluded that the level of cooperation in addressing issues such as airborne pollution and the migration of exotic species needed to be enhanced, since these problems and others like them do not respect political boundaries.

The *Agreement Between the Gouvernement du Québec and the State of New Hampshire Concerning Transboundary Environmental Impacts* was signed by Governor Jeanne Shaheen and Prime Minister Bernard Landry in August 2001.

As part of the Agreement, a joint task force was created to guide its implementation. The task force will meet at least once each year during the agreement's (renewable) five-year term to share information on any issue related to transboundary environmental impacts. A meeting was convened in November 2002 to discuss, among other topics, the development of procedures for coordinating joint environmental emergency response and the sharing of resources and data related to air quality monitoring.



# Summaries of NHDES-related Environmental Legislation

## Adopted in the 2003 New Hampshire Legislative Session

**HB 57** *relative to the use of inhalers by pupils and campers with asthma.*

Ch. 51

Eff. §3-4 8/15/03

- Permits students and campers with asthma to possess and self-administer asthma medication.
- Rules relative to recreation camps must be revised.
- Because HB 92 was signed into law, sections 1 and 2 of this act shall not take effect.

**HB 66-FN** *relative to executive agency rulemaking authority.*

Ch. 137

Eff. 1/1/04

- Prohibits administrative agencies from adopting rules that incorporate by reference any code, rule, or document from another state without specific legislative approval.
- Allows DES to incorporate California Air Resources Board (CARB) standards relative to certification and testing of vapor recovery equipment in its vapor recovery rules.

**HB 79** *relative to the regulation of water treatment equipment installers by the plumber's board, and establishing a committee to study the regulation of the installation and servicing of fire detection and suppression systems and the licensure of water treatment technicians.*

Ch. 272

Eff. §13 7/18/03

Rem. 1/1/04

- Requires the plumber's board to certify water treatment technicians.
- Establishes a committee to study the regulation of the installation and servicing of fire detection and suppression systems and the licensure of water treatment technicians.

**HB 92** *relative to the use of epinephrine auto-injectors by pupils and campers with severe allergies.*

Ch. 50

Eff. 8/15/03

- Permits students and campers with severe, potentially life-threatening allergies to possess and self-administer auto-injections of epinephrine.
- Rules relative to recreation camps must be revised.

**HB 171** *establishing a commission to assess the operating efficiency of state government.*

Ch. 1

Eff. 3/20/03

- Establishes a commission to study the operating efficiency of state government.
- DES may be asked to provide input on agency's priorities, alternative service delivery mechanisms, potential opportunities to streamline operations and improve responsiveness.
- The commission shall submit a final report no later than December 1, 2003.

**HB 295** *relative to information filed with the regional planning commissions.*

Ch. 220

Eff. 8/30/03

- Requires a local land use board reviewing a development of regional impact to submit an initial set of plans to the regional planning commission, with the cost to be borne by the applicant.

**HB 361** *permitting municipalities to form regional water districts.*

Ch. 281

Eff. 7/18/03

- Permits municipalities to form regional water districts and obtain municipal bonding.
- Subjects the entity to regulation by the public utilities commission.

**HB 368** *making technical corrections to the statutory list of dedicated funds.*

Ch. 174

Eff. 7/1/03

- Renumbers the list of dedicated funds in RSA 6:12.
- Adds references to existing dedicated funds that were previously omitted from RSA6:12.

- Removes statutory references to the inventor's assistance program fund, the N.H. heritage trust fund, and the disabled person's employment fund.

**HB 393** *extending the reporting date for the commission to study the relationship between public health and the environment.*  
Ch. 196  
Eff. 6/30/03

- Extends the final report date of the commission to study the relationship between public health and the environment established in 2000, 114 as amended by 2001, 23, from November 1, 2002 to November 1, 2004.
- DES will provide some technical assistance in the preparation of the report; DHHS is the lead agency for the report.

**HB 434** *relative to junkyards and motor vehicle recycling yards.*  
Ch. 118  
Eff. 1/1/04

- Allows municipalities to assess a fine on owners of property determined to be out of compliance with junk yard licensing laws.
- There is no direct impact to DES. However, fines could increase compliance with laws, and encourage best management practices, which DES promotes.

**HB 436** *relative to the acquisition of Connecticut Valley Electric Company and electric utility restructuring and relative to the real estate and personal property tax exemption.*  
Ch. 56  
Eff. 7/20/03

- Makes changes to existing law necessary to facilitate the acquisition of Connecticut Valley Electric Company, Inc. by PSNH.
- Clarifies the applicability of the real estate and personal property tax exemption for public property.
- DES tracked the progress of this bill because of its relationship to electric restructuring but did not opt to provide testimony. No further action is necessary on DES's part.

**HB 485** *relative to the membership on the invasive species committee.*  
Ch. 36  
Eff. 7/1/03

- Increases the number of members on the invasive species committee to 11.

**HB 502** *establishing a committee to study options for reducing the impact of exhaust emissions from diesel engines in New Hampshire.*  
Ch. 18  
Eff. 4/22/03

- Establishes a committee to study options for reducing the impact of diesel exhaust emissions.
- It is expected that DES will be playing a significant role in the development of the study, although it is not clear at this time how much DES will be relied on by the committee for technical and policymaking support.
- The committee shall report its findings and any recommendations for proposed legislation on or before November 1, 2003.

**HB 565-FN** *establishing a commission to implement the Hampton Beach master plan.*  
Ch. 176  
Eff. 6/23/03

- Establishes a commission to implement the Hampton Beach master plan.
- Establishes a fund for receiving grants, gifts, and donations made to the commission and continually appropriates the fund to the commission.

**HB 578-FN** *establishing a program for self-certification by small quantity hazardous waste generators and making an appropriation therefor.*  
Ch. 148  
Eff. 7/1/03

- Improves the education and compliance rates of small quantity hazardous waste generators (SQGs) through a triennial requirement for a company official to certify that the company is in compliance with the SQG rules. The certification process is self-implementing and requires the generator to review, inspect, and enact protocols to properly manage hazardous wastes in an acceptable manner.
- Strict compliance with the SQG rules will help eliminate future uncontrolled hazardous waste sites from occurring in New Hampshire and will improve environmental conditions and the public's health

concurrently.

- Requires DES to implement the new self-certification program, including the following main components: program administration, program fee collection; development of a system for SQGs to document their compliance status; random inspections to check the statistical validity of submitted certification information; review and confirmation of the conditions for certification; rulemaking; and development of and implementation of education and written guidance documents for various business sectors (e.g., dry cleaners, printers, etc.).

**HB 593-FN** *relative to solid waste facilities in small towns.*

Ch. 108

Eff. 8/5/03

- Exempts towns with a population of 5,000 or fewer from cleaning up an inactive public solid waste facility as long as the inactive facility is monitored, the monitoring shows that it has no adverse impact on the environment, and approval of a closure plan has been obtained from DES. A town that complies with these requirements shall not lose its grant funding under RSA 149-M.
- Reduces by approximately 30 the number of landfills for which DES must oversee facility closure construction; because the town must have ongoing monitoring and an approved closure plan for the facility, the change for DES is limited to the actual closure construction process.

**HB 598-FN** *relative to the agricultural nutrient management program and making an appropriation therefor.*

Ch. 229

Eff. 7/1/03

- Provides for funding for the agricultural nutrient management program through June 30, 2005.
- Requires the Commissioner of DAMF to apply for a grant of \$30,000 through DES from EPA pursuant to Section 319 of the Clean Water Act for nonpoint source pollution programs.
- Raises the fee for fertilizer registration with DAMF.

**HB 606** *establishing a right-to-know study commission and relative to meetings open to the public.*

Ch. 287

Eff. 7/18/03

- Establishes a commission to study RSA 91-A and N.H. Supreme Court decisions relative to the right-to-know law, especially as relating to electronic communications.
- Exempts certain political caucuses from the definition of “meeting” under RSA 91-A:2.
- Requires the commission to issue an interim report due November 1, 2003 and a final report due November 1, 2004. DES is likely to be affected by any legislation that results from the commission.

**HB 670-FN** *establishing a procedure for release by a state agency of statistical information for research purposes and relative to health care data.*

Ch. 292

Eff. § 7 8/16/03

Rem. 7/18/03

- Establishes a procedure for the release by a state agency of statistical information for research purposes.
- Requires any person who wants information for research purposes to submit a lengthy and detailed written application before the agency can release limited data sets or statistical tables with five or fewer cells.
- It is unclear whether the legislation impacts DES at all; while the bill appears to be directed at health care and insurance information, it is written broadly enough to include any state agency.

**HB 699-FN** *relative to abandoned vehicles.*

Ch. 119

Eff. 8/8/03

- Permits a person storing an abandoned vehicle to remove items from a vehicle and hold them pending payment of fees due.
- Requires the suspension of the driver’s license of any person failing to pay court-ordered costs of abandoning a vehicle.
- No impact to DES.

- HB 732-FN** *relative to fines for forestry law violations, relative to deceptive forestry business practices, establishing a commission to study setback requirements for land application of septage, biosolids, and short paper fibers, and extending the temporary use of septage, biosolids, and short paper fiber by certain persons.*  
Ch. 43  
Eff. 5/6/03
- Requires the commissioner of DRED to establish a unified fine schedule and allows pleas to be entered by mail in lieu of court appearances.
  - Clarifies deceptive forestry business practices, and provides for the dissemination of information on the normal yield tax.
  - Establishes a 17-member commission to study setback requirements for septage, biosolids, and short paper fiber. [Superceded by 2003, 302:1-2 (SB87).]
  - Extends the temporary use of septage, biosolids, and short paper fiber by certain persons. [Superceded by 2003, 302:3 (SB87).]
  - Commissioner to appoint two representatives: one from the DES rivers management program and one from the DES residuals management program.
- HB 738-FN** *permitting aid to public water systems to be used for forming or improving regional water systems and making an appropriation therefor.*  
Ch. 178  
Eff. 7/1/03
- Adds regional water systems to the water systems eligible for state aid and adds the evaluation of the groundwater contributing area of public wells that have recorded levels of chemical contaminants, excluding MtBE, to projects eligible for state aid.
  - Defines the terms “eligible regional water system costs,” “regional water system,” and “groundwaters.”
  - Requires regional water systems to agree to participate in regional and statewide water supply planning initiatives as a condition for receiving aid.
  - Adds criteria for prioritizing applications and evaluating regional water systems.
  - Makes the polluter of a well responsible for repaying a state grant.
  - Makes an appropriation to DES to implement grants for regional water system projects.
  - No impact on DES other than to process any additional grant applications that may be submitted.
- HB 768** *establishing a committee to study the flow in the Connecticut River and the effect of the flow on water levels in Lake Francis and the Connecticut Lakes.*  
Ch. 233  
Eff. 7/7/03
- Establishes a committee to study the flow in the Connecticut River, the effect of the flow on water levels in Lake Francis and the Connecticut Lakes, and options for the use of certain state property along the Baker River.
  - DES will likely be called upon to provide technical assistance to the committee.
- HB 810-FN** *relative to processing excavating and dredging and terrain alteration permits, changing the fees for permits, establishing 2 new positions, and making an appropriation therefor.*  
Ch. 224  
Eff. § 3 7/1/06  
Rem. 7/1/03
- Establishes time limits for DES to process excavating and dredging permits.
  - Increases fees for certain permits.
  - Requires DES to provide an annual report on the wetlands program to the Wetlands Council.
  - Establishes two new civil engineer positions for the terrain alteration (site-specific) program, and makes an appropriation for the new positions.
- SB 16-FN** *establishing the governor’s incentive and reward program.*  
Ch. 200  
Eff. 6/30/03
- Repeals the existing state employee recognition program and replaces it with the governor’s incentive and reward program.
  - Awards only those suggestions that “improve government cost savings or efficiency.”
  - The amount of the monetary award is dependent upon the amount of savings realized and is paid from the employee’s department.
  - Impact to DES dependent on whether a DES staff member’s suggestion earns an award for improving government cost savings or efficiency.

- SB 47-FN** *relative to refunds for tolls paid on account of shrinkage or loss by evaporation of motor fuel, relative to a transfer of funds to the highway fund, and relative to oil import and underground storage facility fees.*  
 Ch. 187  
 Eff. § 1, 3-6  
 7/1/03; Rem. 6/30/03
- Modifies the eligibility and procedures for road toll refunds based on shrinkage or loss by evaporation of motor fuel.
  - Transfers a total of \$1 million from DES's fuel oil discharge cleanup fund (\$200,000), the motor oil discharge cleanup fund (\$700,000) and the oil pollution control fund (\$100,000) to the highway fund and makes certain appropriations from the highway fund.
  - Increases the oil import license fee, changes the rate of interest assessed on overdue oil import fees, and repeals underground storage facility permit fees. The net result is to make up for the \$100,000 loss to the oil pollution control fund.
  - Allocates the first \$100,000 of oil import license fees in each fiscal year from the oil pollution control fund to the general fund.
- SB 70** *establishing a commission to study implementing a recommendation of the New Hampshire estuaries project management plan.*  
 Ch. 236  
 Eff. 7/7/03
- Establishes a commission to study certain recommendations of the New Hampshire estuaries project management plan and other issues related to the Great Bay estuary.
  - DES Commissioner, or designee, is a member of the commission.
- SB 87** *changing the membership of the commission to study setback requirements for septage, biosolids, and short paper fibers, and extending the temporary use of septage, biosolids, and short paper fiber by certain persons.*  
 Ch. 302  
 Eff. 7/18/03
- Changes the membership of the commission established in 2003, 43:10 (HB 732-FN) to study setback requirements for septage, biosolids and short paper fibers.
  - Extends to July 1, 2005 the temporary use of septage, biosolids and short paper fiber by certain persons.
  - Commissioner to appoint two representatives: one from the DES rivers management program and one from the DES residuals management program.
- SB 115** *increasing the fees for review of subdivisions and waste disposal systems by the DES and making an appropriation for implementing information technology and regulatory process improvements.*  
 Ch. 246  
 Eff. 7/1/03
- Increases the fees for subdivision and waste disposal system review.
  - Makes an appropriation to DES for implementing information technology and regulatory process improvements including electronic permitting for waste disposal systems, subdivision plans, and other permits and approvals under the department's land use regulation authority.
  - Implements the e-permitting program.
- SB 136** *relative to liability for hazardous materials accidents.*  
 Ch. 209  
 Eff. 1/1/04
- Amends RSA 154:8-a, II-a to include threatened (in addition to actual) hazardous material releases, and provides that the person is liable for "reasonable and proportionate" costs.
  - Impacts DES to the extent the agency wanted to bill someone for the costs of our response to a threatened or actual release of hazardous materials or toxic waste.
- SB 155** *establishing a commission to study issues relative to groundwater withdrawals.*  
 Ch. 305  
 Eff. 7/18/03
- Establishes a commission to study issues relative to groundwater withdrawals.
  - DES Commissioner, or designee, is a member of the commission.
  - The commission shall make an interim report on its findings and recommendations on or before November 1, 2003, and a final report on or before November 1, 2004.

**SB 162** *establishing a committee to study water resources.*

Ch. 217

Eff. 7/1/03

- Establishes a statutory committee to study water resources, desalinization and municipal water needs.
- DES will likely be called upon to provide technical assistance to the committee.
- The committee shall report on its findings and any recommendations on or before November 1 of each year.

**SB 170** *relative to Public Service of New Hampshire.*

Ch. 21

Eff. 4/23/03

- Restricts PSNH from selling assets during the transition service period.
- DES tracked this bill because of its relationship to PSNH, whose sources require several significant environmental permits for operation. No further action by DES is expected on this bill.

**SB 212** *requiring fiscal impact statements for interim administrative rules, prohibiting agencies from requiring by rule the submission of social security numbers, and authorizing certain agencies to collect social security numbers.*

Ch. 309

Eff. §2 7/1/04

Rem. 9/19/03

- Requires agencies to obtain a fiscal impact statement for interim rules, under Section 1 of the bill.
- Prohibits an agency from adopting a rule that requires submission of social security numbers unless mandated by state or federal law, under Section 2 of the bill.
- Authorizes certain agencies to collect SSNs (revenue and health related), under Section 3-7 of the bill.
- Will take longer to adopt interim rules due to the need to obtain a fiscal impact statement.

**SB 221-FN** *relative to the offense of obstructing government administration by the use of simulated legal process.*

Ch. 168

Eff. 1/1/04

- Clarifies the offense of “obstructing government administration” and includes therein the use of “simulated legal process,” or using a document or order which purports to be official and which represents the exercise of jurisdiction or other claim against a person or property which the actor knows was not lawfully issued or created in accordance with applicable laws.
- Clarifies the offense of “unlawful simulation of legal process.”

# Mission Statement, Guiding Principles and Goals

## MISSION

*The mission of the Department of Environmental Services is to help sustain a high quality of life for all citizens by protecting and restoring the environment and public health in New Hampshire.*

## DES GUIDING PRINCIPLES

The Department of Environmental Services will carry out its mission in partnership with the public, businesses, government, environmental community, and many other organizations by:

- \* Promoting mutual respect and effective, straightforward communications, within and outside of the agency.
- \* Providing timely and consistent responses to all customers.
- \* Encouraging meaningful opportunities for public participation in meeting its responsibilities.
- \* Integrating environmental quality, public health and safety, and economic vitality, and considering the concerns and aspirations of all citizens, while pursuing its responsibilities under the law.
- \* Striving for high levels of effectiveness in all operations based on a commitment to continuous improvement and an openness to innovative approaches.
- \* Facilitating scientifically and technically sound, cost effective, and environmentally appropriate solutions.
- \* Leading the state government's environmental and sustainability initiatives.
- \* Considering the long-term, cumulative, and cross-media effects of its policies, programs, and decisions.
- \* Fostering environmental awareness and stewardship through education, outreach, and assistance.
- \* Affording fair and equitable treatment of all New Hampshire citizens in the implementation of federal and state environmental laws, rules, programs, and policies, and in the management of the agency.
- \* Maintaining a work environment that attracts and retains the most dedicated and talented staff.
- \* Minimizing environmental and human health risks to the greatest extent possible, especially for our most vulnerable populations.



# DES Goals

## 1. Clean Air

The air we breathe in New Hampshire is safe and healthy for all citizens, including those most vulnerable, and our ecosystems are free from the adverse impacts of air pollution.

## 2. Clean Water

All of New Hampshire's lakes and ponds, rivers and streams, coastal waters, groundwater, and wetlands are clean and support healthy ecosystems, provide habitats for a diversity of plant and animal life, and support appropriate uses.

## 3. Safe Drinking Water

All drinking water in New Hampshire will always be safe, available and conservatively used.

## 4. Proper Waste Management & Effective Site Remediation

Promote responsible waste management and ensure wastes/regulated materials are properly handled and disposed. Conduct prompt remediation to restore contaminated sites to productive use while protecting the environment and public health.

## 5. Protection of Natural Habitat

The sustainable development of New Hampshire's lands and natural resources is promoted throughout the state while protecting the diverse wildlife habitat, and unique features that make New Hampshire an attractive place to live, work, and visit.

## 6. Dam Safety and Water Management

The state's surface and groundwater resources are managed and regulated for the protection, enhancement and restoration of environmental quality and public safety to support and balance social and ecological water needs.

## 7. Effective Management and Leadership

DES sets and achieves the highest standards for effective internal management, fiscal responsibility, and leadership on environmental issues.

## 8. Pollution Prevention

Encourage best efforts to prevent pollution before turning to recycling, treatment and/or disposal of the materials causing pollution. Eliminate or reduce the toxicity and absolute volumes of waste materials. Eliminate accidental pollutant releases to the environment. Conserve materials, energy, and water in order to move toward a sustainable society.

## 9. Public Education, Outreach and Partnerships

DES provides effective public education, outreach, and partnership activities.

## 10. Compliance Assurance

In order to foster full compliance with the laws it administers, DES provides education and outreach to the public, provides assistance to the regulated community, monitors compliance on an on-going basis, and maintains a fair and effective enforcement process.

## 11. Information Management

Information is collected, managed, analyzed, and disseminated effectively and efficiently to support well informed, timely and cost-effective environmental decision-making.





